

Application No. 09/235,065
Reply to Office Action of December 9, 2005
Amendment dated March 8, 2006

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application.

1-66. (Canceled)

67. (Currently Amended) A method of transferring a telephone call and associated data, comprising:

receiving, on a workstation that is connected to a telephone call, a request to transfer the telephone call to a destination external to the workstation;

5 the workstation establishing a data communications link directly between the workstation and the destination;

the workstation transferring, without human intervention after receipt of the transfer request, data associated with the telephone call to the destination via the communications link;

10 the workstation receiving from the destination and without human intervention after receipt of the transfer request a telephone address of the destination; and

requesting from the workstation that a switch external to the workstation transfer the telephone call to the telephone address of the destination.

68. (Currently Amended) The method of Claim 67, wherein the workstation is a first workstation and the destination is a second station workstation discrete from the first workstation and wherein:

the telephone call is connected to a telephone of the workstation; and

the telephone address is a telephone number of a telephone of the destination.

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69. (Previously Presented) The method of Claim 67, wherein:
the workstation establishes the communications link with a presently-available
one of a plurality of workstations included in the destination.

70. (Previously Presented) The method of Claim 67, wherein:
the workstation establishing a data communications link comprises the steps of:
the workstation requesting a data address of the destination from a destination
selector;

5 the destination selector selecting a data address of the destination from one of a
plurality of destination data addresses;
the destination selector providing the selected data address to the workstation; and
the workstation establishing the communications connection with the selected
data address of the destination.

71. (Previously Presented) The method of Claim 67, wherein each of the
workstation establishing and workstation transferring steps occur at a different time than
the requesting step.

72. (Previously Presented) The method of Claim 67, wherein the workstation
establishing and workstation transferring steps occur before the workstation receiving
step.

73. (Previously Presented) The method of Claim 67, further comprising:
receiving a call transfer notification from the destination; and
disconnecting the communications link with the destination after receiving the call
transfer notification.

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74. (Previously Presented) The method of Claim 67, further comprising:
determining a profile for the telephone call;
referencing data in a destination selector to determine an appropriate data address
for the data associated with the telephone call; and
5 thereafter establishing the data communications link with the destination.

75. (Previously Presented) The method of Claim 67, wherein the workstation
transferring step occurs after the requesting step.

76. (Previously Presented) The method of Claim 74, wherein the selector
comprises a location table containing an ordering of addresses and corresponding call
handling applications.

77. (Previously Presented) The method of Claim 76, wherein the location table
comprises information relating to the availability of the call handling applications and an
ordering of phone DNs and agent DNs associated with each call handling application.

78. (Previously Presented) The method of Claim 76, wherein the location table
contains an attribute set list, an address list, a call handling application list, and a status
list and wherein the attribute set list contains attribute identifiers for call center
application attributes.

79. (Previously Presented) The method of Claim 67, wherein, in the requesting
step, the request to transfer the telephone call is sent in a format suitable for receipt by a
computer-telephone interface ("CTI") link to a private branch exchange ("PBX") and
wherein the workstation establishing step comprises:
5 identifying a call-handling application associated with the destination; and

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determining whether the call-handling application is presently active.

80. (Previously Presented) The method of Claim 79, further comprising:
receiving client information from a database, wherein the client information
comprises the data in the transfer request.

81. (Canceled)

82. (Previously Presented) The method of Claim 79, wherein the data in the
transfer request comprises an identifier for the telephone call.

83. (Previously Presented) The method of Claim 67, wherein, when the
telephone call is disconnected, a disconnect message is sent to the destination.

84. (Currently Amended) A method of transferring a voice communication
and associated data, comprising:

receiving, on a first workstation that is connected to a voice communication, a
request to transfer the voice communication to a second workstation different from the
5 first workstation;

the first workstation thereafter establishing, without human intervention after
receipt of the transfer request, a direct data communications link between the first
workstation and the second workstation;

10 the first workstation directly transferring data associated with the voice
communication to the second workstation via the communications link; and

requesting from the first workstation that a switch external to the first and second
workstations transfer the voice communication to a telephone address of the second
workstation.

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85. (Currently Amended) The method of Claim 84, wherein the voice communication is a telephone call and further comprising:
the first workstation receiving from the second workstation and without human intervention after receipt of the transfer request a telephone address of the second workstation;
the telephone call is connected to a first telephone of the first workstation; and
the telephone address is a telephone number of a second telephone of the second workstation.

86. (Previously Presented) The method of Claim 84, wherein:
the second workstation is a presently-available one of a plurality of workstations.

87. (Previously Presented) The method of Claim 84, wherein:
the first workstation establishing a data communications link comprises the steps of:

5 the first workstation requesting a data address associated with the second workstation from a destination selector;
the destination selector selecting a data address associated with the second workstation from one of a plurality of destination data addresses;
the destination selector providing the selected data address to the first workstation; and
10 the first workstation establishing the communications connection with the selected data address.

88. (Previously Presented) The method of Claim 84, wherein each of the first

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workstation establishing and first workstation transferring steps occur at a different time than the requesting step.

89. (Previously Presented) The method of Claim 84, wherein the first workstation establishing and first workstation transferring steps occur before the first workstation receiving step.

90. (Previously Presented) The method of Claim 84, wherein the voice communication is a telephone call and further comprising:

receiving a call transfer notification from the second workstation; and
disconnecting the communications link with the second workstation after
5 receiving the call transfer notification.

91. (Previously Presented) The method of Claim 84, wherein the voice communication is a telephone call and further comprising:

determining a profile for the telephone call;
referencing data in a destination selector to determine an appropriate data address
5 for the data associated with the telephone call; and
thereafter establishing the data communications link with the second workstation.

92. (Previously Presented) The method of Claim 84, wherein the first workstation transferring step occurs after the requesting step.

93. (Previously Presented) The method of Claim 91, wherein the selector comprises a location table containing an ordering of addresses and corresponding call handling applications.

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94. (Previously Presented) The method of Claim 93, wherein the location table comprises information relating to the availability of the call handling applications and an ordering of phone DNs and agent DNs associated with each call handling application.

95. (Previously Presented) The method of Claim 93, wherein the location table contains an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.

96. (Previously Presented) The method of Claim 84, wherein, in the requesting step, the request to transfer the voice communication is sent in a format suitable for receipt by a computer-telephone interface ("CTI") link to a private branch exchange ("PBX") and wherein the first workstation establishing step comprises:

5 identifying a call-handling application associated with the second workstation;
and
determining whether the call-handling application is presently active.

97. (Previously Presented) The method of Claim 84, further comprising:
receiving client information from a database, wherein the client information comprises the data in the transfer request.

98. (Canceled)

99. (Previously Presented) The method of Claim 84, wherein the data in the transfer request comprises an identifier for the voice communication.

100. (Currently Amended) A method of transferring a voice communication

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and associated data, comprising:

providing a workstation, the workstation being connected to a voice communication, having in memory data associated with the voice communication, and
5 being in receipt of a request to transfer the voice communication to a destination external to the workstation;

the workstation and destination establishing, without human intervention after receipt of and in response to the transfer request, a direct data communications link between the workstation and the destination;

10 the destination receiving, from the workstation and without human intervention after receipt of the transfer request, the data associated with the voice communication via the communications link;

the destination sending, without human intervention and after receipt of the transfer request, to the workstation a telephone address of the destination; and

15 the telephone address at the destination being connected to the voice communication by a switch external to the workstation.

101. (Currently Amended) The method of Claim 100, wherein the workstation is a first workstation and the destination is a second station workstation discrete from the first workstation and further comprising:

the workstation requesting that the switch transfer the voice communication to the telephone address of the destination.

102. (Previously Presented) The method of Claim 101, wherein:

the voice communication is a telephone call;

the voice communication is connected to a telephone of the workstation; and

the telephone address is a telephone number of a telephone of the destination.

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103. (Previously Presented) The method of Claim 101, wherein:
the workstation establishes the communications link with a presently-available
one of a plurality of workstations included in the destination.

104. (Previously Presented) The method of Claim 101, wherein:
the workstation and destination establishing a data communications link
comprises the steps of:
the workstation requesting a data address of the destination from a destination
5 selector;
the destination selector selecting a data address of the destination from one of a
plurality of destination data addresses;
the destination selector providing the selected data address to the workstation; and
the workstation establishing the communications connection with the selected
10 data address of the destination.

105. (Currently Amended) A call center, comprising:
at least first and second workstations;
a data communications link directly between the at least first and second
workstations; and
5 a switch operable to connect a telephone call to the at least one of the first and
second workstations, the at least first and second workstations being external to the
switch;
wherein, when the first workstation is connected to a telephone call, the first
workstation is operable to effect the transfer of the telephone call to the second
10 workstation by (a) transferring, without human intervention after receipt of a call transfer
request from a user, data associated with the telephone call from the first workstation to

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the second workstation via the communications link and (b) requesting that the switch transfer the telephone call to a telephone address of the second workstation.

106. (Currently Amended) The center of Claim 105, wherein:

the first workstation is further operable, without human intervention after receipt of a call transfer request from a user, to receive from the second workstation a telephone address of the second workstation;

5 the telephone call is connected to a first telephone of the first workstation; and
the telephone address is a telephone number of a second telephone of the second workstation.

107. (Previously Presented) The center of Claim 105, further comprising:

a destination selector operable to select a data address of the second workstation from one of a plurality of destination data addresses and provide the selected data address to the first workstation and wherein:

5 the first workstation is operable to establish the data communications link by:
requesting a data address of the second workstation from the destination selector;
receiving the selected data address from the destination selector; and
establishing the communications connection with the selected data address.

108. (Previously Presented) The center of Claim 105, wherein the selector comprises a location table containing an ordering of addresses and corresponding call handling applications.

109. (Previously Presented) The center of Claim 108, wherein the location table comprises information relating to the availability of the call handling applications and an ordering of phone DNs and agent DNs associated with each call handling application.

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110. (Previously Presented) The center of Claim 108, wherein the location table contains an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.

111. (Currently Amended) A call center agent workstation, comprising:
a telephone operable to receive a telephone call;
an agent interface operable to receive a request from an agent to transfer the telephone call to a destination external to the workstation; and
5 a flow connection module operable, without agent intervention after receipt of the call transfer request, to (a) establish a data communications link directly between the workstation and the destination; (b) transfer data associated with the telephone call to the destination via the communications link; (c) receive from the destination a telephone address of the destination; and (d) request that a switch external to the workstation
10 transfer the telephone call to the telephone address of the destination.

112. (Currently Amended) The workstation of Claim 111, wherein the workstation is a first workstation and the destination is a second station workstation discrete from the first workstation and wherein:

the telephone call is connected to a telephone of the first workstation; and
the telephone address is a telephone number of a telephone of the destination.

113. (Previously Presented) The workstation of Claim 111, wherein:
the workstation establishes the communications link with a presently-available one of a plurality of workstations included in the destination.

114. (Previously Presented) The workstation of Claim 111, wherein:

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- the flow connection module establishes a data communications link by requesting a data address of the destination from a destination selector and thereafter establish the communications connection with the selected data address and wherein:
- 5 the destination selector is operable to select the data address of the destination from one of a plurality of destination data addresses and provide the flow connection module with the selected data address.

115. (Previously Presented) The workstation of Claim 114, wherein the flow connection module is further operable to (e) determine a profile for the telephone call and wherein the destination selector, using information in the profile, is operable to reference data to determine the data address.

116. (Previously Presented) The workstation of Claim 114, wherein the selector comprises a location table containing an ordering of addresses and corresponding call handling applications.

117. (Previously Presented) The workstation of Claim 114, wherein the location table comprises information relating to the availability of the call handling applications and an ordering of phone DNs and agent DNs associated with each call handling application.

118. (Previously Presented) The workstation of Claim 114, wherein the location table contains an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.